



CITY OF
TUCSON



NEWS RELEASE

Contact: Fernando Molina
Tucson Water Public Information Officer
(520) 837-2185; (520) 349-0982 (cell)
Fernando.Molina@tucsonaz.gov

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TDD: (520) 791-2639

Additional Hours and Staff Will Help Address High Customer Call Volume

Tucson Water's Customer Call Center is receiving very high call volumes due to hot weather. This, combined with 10 Customer Service Representative vacancies, has led to customers experiencing excessive wait times.

Beginning Thursday, June 9, the Call Center will extend its hours from 7:00 a.m. to 5:30 p.m., Monday through Friday. The Customer Service & Billing phone numbers are (520) 791-3242 or (800) 598-9449 (outside the Tucson area), and the e-mail address is TWWebAcct1@tucsonaz.gov.

Tucson Water is reassigning staff to help with customer service until call volumes recede. Staff from the City's Environmental Services Department will help handle account delinquency calls, which usually take longer-than-average time over the telephone.

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